



09.12.05

AF ZFW
2642

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

Applicants: Fischer et al.)
)
Title: Providing Customer Data to an)
Automatic Call Distribution System)
Agent)
)
Serial No.: 09/499,817)
)
Filed: 8 February 2000)
)
Primary Examiner: Bing Q. Bui)
)
Art Unit: 2642)
_____)

I hereby certify that this paper is being deposited with the United States Postal Service as Express Mail in an envelope addressed to Mail Stop AF, Commissioner for Patents, P.O. Box 1450, Alexandria, VA 22313-1450 on this date.

9 SEP 2005 Carl Stanley
Date
Express Mail Label No. EV 731140687US

REPLY TO FINAL OFFICE ACTION

Mail Stop AF
Commissioner for Patents
P.O. Box 1450
Alexandria, Virginia 22313-1450

Dear Sir or Madam:

This reply is submitted to the Final Office Action mailed 16 June 2005. This reply hereby authorizes the charge of any deficiency in fees in connection with the captioned application to Deposit Account 23-0920.